

## **1046 - SERVICE DELIVERY MANAGER**

### **NATURE OF WORK**

Serves as overseer of delivery of City services to the commercial districts of Miami Beach, coordinating those services to provide maximum efficiency and effectiveness. Service Delivery Manager reports directly to Executive Assistant to the City manager and assists with coordination of community meetings and related Quality of Life issues. SDM is also responsible for dispatch and resolution of Rapid Response Team projects.

### **ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES**

Works with departments to refine service provision and implementation schedules. Works directly with designated point person in each department.

Conducts field inspections to review effectiveness and efficiency.

Reviews annual budgets to assure adequacy of service provision.

Works with the Executive Assistant to the City Manager:

1. To educate the community on City policies, procedures, and regulations;
2. Coordinate with Legal Department to review, amend or draft ordinances to improve the AQuality of Life in commercial districts;
3. Work with business community to determine needs;
4. Ensure familiarity of business community with their Abeat cops;
5. Seek solutions to security issues facing commercial districts;
6. Create a community service program coordinated with Dade County courts and police;
7. Encourage a development of a Miami Beach Community Court.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Ability to establish and maintain effective working relationship with other employees, supervisors departmental officials, officials of other agencies, and the general public.

Thorough knowledge of the principals of general management, public and business administration, and their application to governmental administration.

Thorough knowledge of the principles of public personnel administration and of City personnel policies and procedures.

Considerable knowledge of supervisory principles and practices.

Considerable knowledge of research techniques and the sources of availability of current information in the area of assignment.

Considerable knowledge of the principles and practices of modern office administration.

Knowledge of public relations principles and practices.

Ability to supervise subordinate employees in a manner conducive to full performance and high morale.

Ability to exercise judgement and discretion in devising, installing and/or interpreting City rules, regulations, policies or procedures.

Ability to carry out complex verbal or written instructions.

Ability to express ideas and information clearly and concisely, both verbally and in writing.

Ability to discern and extract pertinent facts from verbal and written guidelines, policies and procedures, and apply these to a variety of problems.

## **MINIMUM REQUIREMENTS**

Three (3) years experience working with community based organizations, including implementation of a wide variety of projects. Responsible and varied administrative/managerial experience in community and economic development.

## **PHYSICAL REQUIREMENTS**

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, word processor, calculator, copier, and fax machine. Significant standing, walking, and moving required. No climbing, carrying, bending, kneeling. Some crawling, reaching, and handling, sitting, standing, pushing and pulling.

## **SUPERVISION RECEIVED**

General and specific assignments are received and work is performed with little direct supervision and with latitude for use of independent judgement in the selection of work methods and procedures. Work is subject to review for compliance with departmental objectives and standards.

## **SUPERVISION EXERCISED**

May supervise and be accountable for the work of subordinate administrative or clerical employees.

## **SPECIAL REQUIREMENTS**

Possession of a valid, appropriate driver's license and an acceptable driving record.

3/99

.